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About Drivania



Since 2001, Drivania Chauffeurs has helped organizations maintain control and visibility over their travellers' ground transportation worldwide. We don't own fleets or employ drivers directly. Instead, we manage, monitor, and quality-check chauffeured services on your behalf—making sure every ride meets the same standards, no matter where it happens.

Our network includes over 4,000 vetted chauffeurs who've passed a rigorous 30-point check covering licensing, insurance, vehicle condition, and

professional conduct. We track all trips in real time, spot potential issues before they happen, confirm everything goes as planned, and step in immediately when something goes wrong. You get full accountability from booking through drop-off.

This document will help you understand whether Drivania fits your ground transportation needs—how we work, what we can do for you, and why similar organizations use us to manage their travel risk.



Service Portfolio

We built Drivania around the real challenges of managing global ground transportation—keeping service consistent when you're dealing with dozens of cities, different local providers, and teams working across time zones.

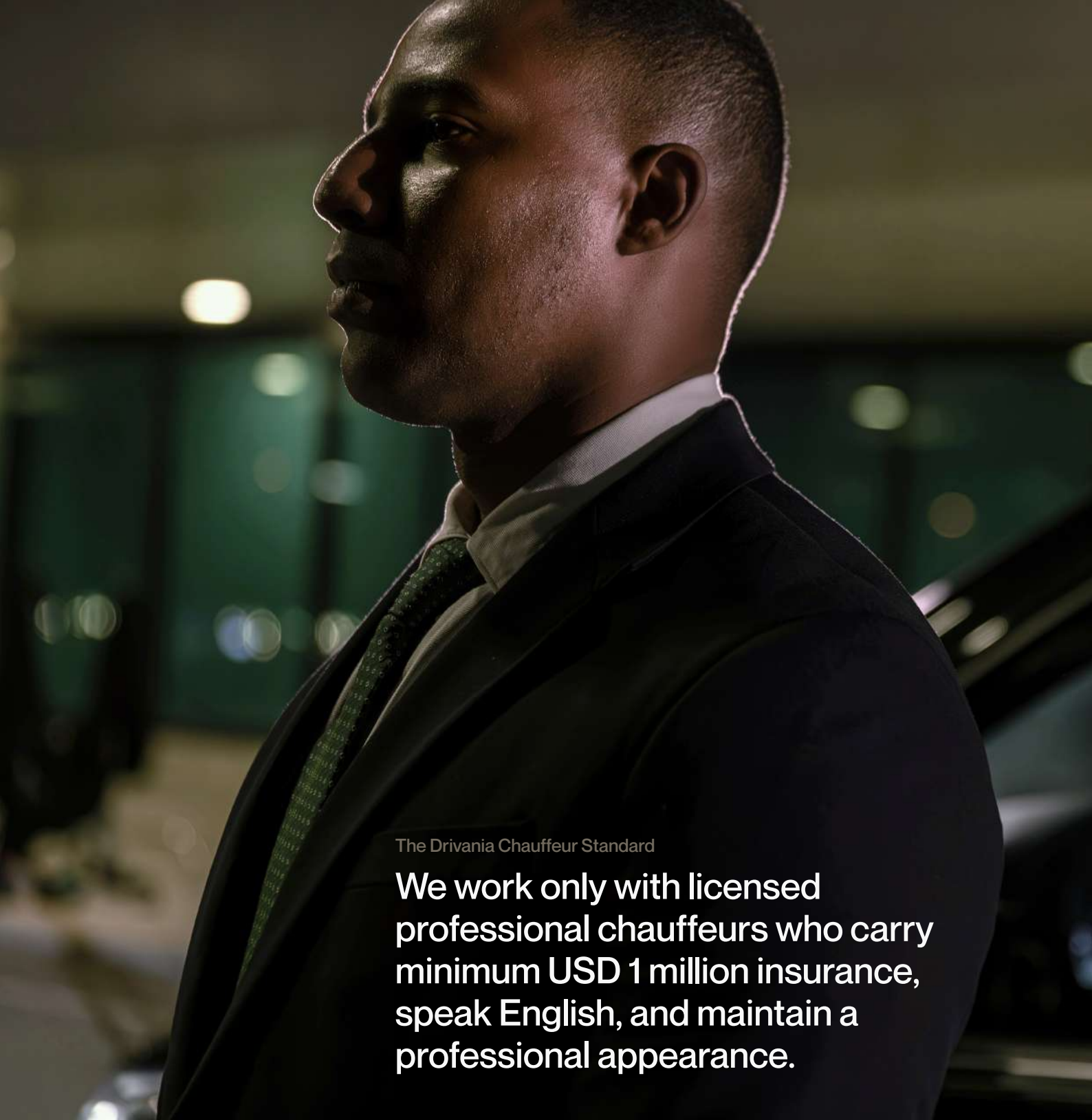
Across every service we offer, you get consistent quality, real-time visibility into what's happening, and the control you need—without the usual operational hassle of managing it all yourself.

Point-to-point transfers cover the rides where timing matters most: airport pickups, hotel changes, office commutes, and private jet connections. We track every ride in real time, monitor flight schedules, and adjust on the fly when plans change—so your passenger gets where they need to be, on time.

Some days don't fit into neat pickup-and-dropoff slots. For executive schedules, events, roadshows, or anything with multiple stops, hourly or daily service works better. Same driver, same vehicle, all day—so you're not coordinating handoffs or wondering if the next car will show up. We monitor the whole thing to keep it running smoothly.

We offer two service levels—Business and Premium—in sedans, SUVs, and minivans. Vehicle models depend on what's available in each market, and we always specify the exact make and model in your confirmation so there are no surprises.

Electric and armored vehicles are available in select locations. If you need something specific for security or operational reasons, let us know—we'll work it out.



The Drivania Chauffeur Standard

We work only with licensed professional chauffeurs who carry minimum USD 1 million insurance, speak English, and maintain a professional appearance.

Fully licensed
and insured
USD 1 million

More than
350 locations
across six continents

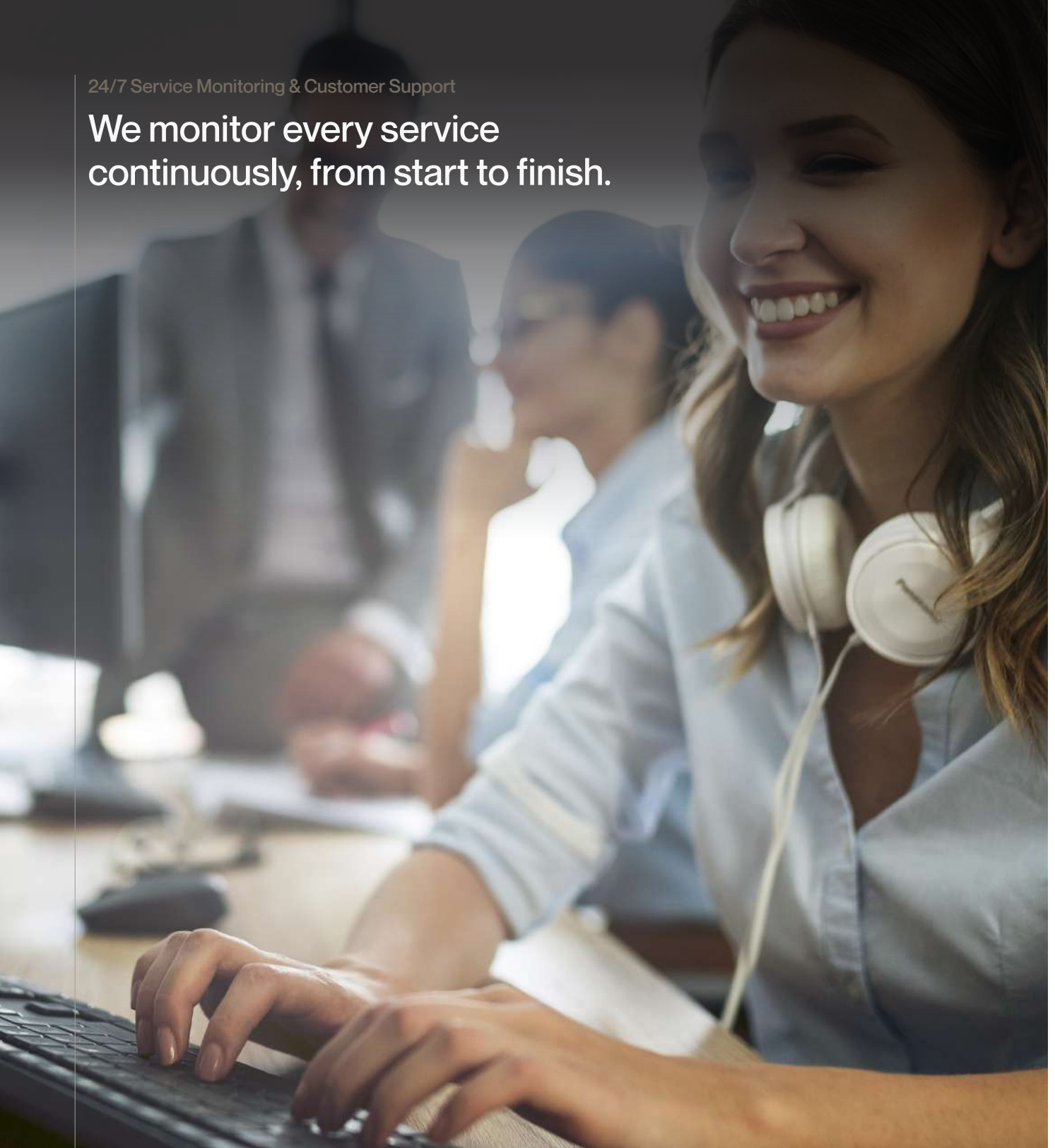
The standards don't change by location—what you get in New York is what you get in Dubai.

Every chauffeur passes background and criminal checks, driving record verification, and vehicle inspections before they're approved. Drivers are trained on discretion, professionalism, and working with VIP clients—and we continue monitoring to keep standards high and reduce risk.

We monitor every trip in real time, review driver performance regularly, and collect feedback after each service. This lets us catch problems early and keep quality consistent across the board.

We operate in more than 350 locations across six continents through vetted local partners. For you, that means global coverage with a single point of contact and consistent service standards everywhere.

We monitor every service continuously, from start to finish.



24/7 and can be reached by phone, WhatsApp, email, or live chat

We monitor every ride from dispatch to drop-off—tracking when the driver leaves, arrives, picks up the passenger, and completes the transfer. You and your travelers get automatic status updates by SMS and email, so you always know what's happening without having to ask.

For commercial and private flights, we track flight status continuously and push updates directly to the driver's app. When a flight is delayed

or lands early, your chauffeur adjusts automatically—no missed pickups, no coordination calls from you.

Our operations team is available 24/7 via phone, WhatsApp, email, or live chat. We manage requests and issues through standardized processes backed by our own technology, so responses stay quick and consistent whether you're booking one ride or coordinating fifty.



Service Level Commitments

Our Global Operations Centre runs 24/7, overseeing every service from start to finish. You have one point of contact for changes, confirmations, or issues—before, during, or after any trip.

Support availability is continuous through the following channels:

- Email:** info@drivania.com
- Phone:** +1 415 366 9654
- WhatsApp:** +1 786 882 5256
- Live chat:** via the Drivania Booking Portal

The following service level commitments apply:

- Platform bookings are accepted up to 6 hours before the scheduled pickup. If you need a ride with less notice, submit the request anyway—our operations team will review it and confirm availability as quickly as possible.
- All pricing is inclusive. Waiting time, child seats, tolls, and parking are built in where they apply. Any exclusions or special charges are spelled out clearly when you get your quote.
- Invoices are sent immediately after each ride in select destinations.
- Continuous flight tracking is applied to all commercial and private aviation-related services.
- Real-time vehicle tracking available in select locations (subject to local tech availability).
- All bookings are verified upon confirmation and monitored live during service.
- We respond to phone and live chat requests within 60 seconds, and emails within 15 minutes.
- Live chat inquiries are responded to within one (1) minute.

These service levels deliver reliable execution, clear accountability, and complete oversight across all locations and time zones.

Two Service Tiers: Business and Premium.



Drivania offers two service tiers—Business and Premium. Choose the level that fits your operational needs, protocol requirements, or budget. Each tier follows standardized service parameters.

Both tiers include a professional, English-speaking chauffeur in business attire and receive the same real-time monitoring and operational oversight.

Vehicle age varies by tier: Business vehicles are under 5 years old, Premium vehicles under 3 years. Typical vehicle models include, but are not limited to:

- Business: Mercedes E-Class (Sedan), Mercedes V-Class (Van), Chevrolet Suburban (SUV)
- Premium: Mercedes S-Class (Sedan), Mercedes V-Class Exclusive (Van), Cadillac Escalade Platinum (SUV)

Waiting time allowances are the same for both tiers:

- Fifteen (15) minutes for residential addresses, ports, and private yachts.
- Thirty (30) minutes for cruise terminals and domestic flights.
- Sixty (60) minutes for international flights.

Cancellation policies are the same for both tiers:

- Cancellations accepted up to 2 hours before scheduled pickup.
- Hourly services may be cancelled up to 8 hours before scheduled start time.

Chauffeur details are provided at least 24 hours before pickup. In select destinations, they may be available up to 7 days in advance.

Complimentary bottled water is included in both service tiers.

Service specifications may vary by destination based on local availability or regulatory requirements. Any variations from the standard specifications are clearly disclosed in your quote or confirmation, so you know exactly what to expect.



Sustainability, ESG, and Scope 3 Emissions

Our environmental management program helps you track and reduce these indirect emissions within your ESG and CSR frameworks.

Ground transportation contributes to corporate Scope 3 emissions—specifically GHG Protocol Category 6 (Business Travel) and, where applicable, Category 9 (Downstream Transportation).

Drivania achieved carbon neutrality in 2023 by offsetting our entire operational footprint back to 2001. Emissions are compensated through verified renewable energy projects.

Carbon offsets are sourced from a diversified portfolio of renewable energy projects, including wind and hydroelectric power. Projects are selected based on traceability, geographic diversification, and alignment with recognized verification standards, ensuring they deliver credible long-term emissions reduction while advancing sustainable energy infrastructure.

Projects we've helped finance by period:

- 2001–2020: Bundled wind power projects, Gujarat, India.
- 2021: Santo Antonio hydroelectric project, Brazil.
- 2022: Wind power plant, Oaxaca, Mexico.
- 2023: Bundled wind power farm, India.
- 2024: Soubré hydroelectric power plant, Ivory Coast.
- 2025: Wind power project, Gujarat, India.
- 2026: Larimar Wind Farm Project, Dominican Republic.

This enables corporate clients to include Drivania in their Scope 3 mitigation strategy for ground transportation, supporting sustainability reporting, supplier disclosures, and ESG audits. We provide supporting documentation and project details as needed for your reporting and compliance processes.



Booking Platform - Security and User Access

Drivania provides a secure, cloud-based booking platform to manage and monitor your ground transportation.

The platform supports booking, real-time monitoring, and post-service management for point-to-point and hourly services across all locations

Access it through your authenticated account, with role-based permissions for your team, so that all actions are linked to specific profiles, ensuring traceability and internal controls.

Key platform features:

- Secure, cloud-hosted environment.
- Role-based user access and permission management.
- Real-time service tracking, including vehicle location and chauffeur updates.

- Centralized reservation management.
- Built-in communication with 24/7 operations support.
- Configure billing your way—direct invoicing, third-party billing, or custom workflows.

Designed for multi-user organizations—your teams can all book independently while maintaining data separation, clear accountability, and full audit trails.



Commercial Terms and Account Governance

Drivania provides all-inclusive pricing through the booking platform.

Rates are customized per client and structured as either commissionable or net rates, based on your commercial agreement. Volume-based pricing or rebates can be arranged and adjusted based on actual usage.

We conduct regular account reviews to assess service performance and alignment. Reviews cover service quality metrics, incident trends, booking volumes by destination, response times, and adherence to service levels. These meetings also help identify opportunities for operational, process, or reporting improvements.

These reviews support transparency, continuous improvement, and ongoing alignment with your operational and compliance requirements.

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